

Youth Services Survey for Families: FY 2006 Summary

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CAMHD Consumer Survey History

2003: Family Satisfaction Question – Abbreviated (FSQ-A)

2004: Experience of Care & Health Outcomes (ECHO)

2005: Experience of Care & Health Outcomes (ECHO)

2006: Youth Services Survey for Families (YSS-F)
plus some ECHO questions for continuity

Introduction to YSS-F

Experiences with CAMHD Services

Completed by Caregivers

Mail and Phone Survey

Developed for Mental Health Statistics
Improvement Program (MHSIP)

Included in CMHS Uniform Reporting
System (URS)

YSS-F Content

Domain Scores:

Access

Appropriateness

Cultural Sensitivity

Family Participation

Outcomes

Descriptive Information:

Living Situation

Medication

Open-ended Responses:

Most helpful

Service improvement

CAMHD Extension of YSS-F

Included additional questions about:

Urgent and emergent care (ECHO)

Rating of counseling or treatment (ECHO)

Rating of company handling benefits (ECHO)

Least restrictive services (Local)

Methodology

NCQA HEDIS Standardization for ECHO

Mixed Method Protocol

Four-waves of Mail

Telephone to Non-respondents

Sampling

1. Age 3 – 21 years as of Nov 30, 2005
2. Registered on Nov 30, 2005
3. Registered for prior 12-months with no break > 45 days

Sample Frame (N = 526) was intended as a census of youth meeting inclusion criteria

Methodology Differences

QUEST defined as 6 mo continuous enrollment

Non-QUEST included QUEST youth with less than 6 mo continuous enrollment

MQD contracted directly with HSAG to administer QUEST survey

Due to a sampling problem, 224 QUEST youth were excluded from the sample frame

Final Sample: Youth Characteristics

	2006	2005	Annual Change
Sample Size	203	316	- 113
Response Rate	39%	37%	+ 2%
Female	35%	40%	- 5%
Age (Mean Years)	14.8	15.1	- 0.3
Race			
White	44%	39%	+ 5%
Nat. Haw. or Oth. Pac. Isl.	56%	33%	+ 13%
Asian	21%	22%	- 1%
Other	23%	14%	+ 9%
Amer. Indian or Alaska Nat.	4%	4%	0%
Black or African-American	6%	1%	+ 5%

Final Sample: Primary Problem Type

Problem Type	2006
Behavioral	49%
Emotional	35%
Developmental	1%
Alcohol or Drug	2%
Other	13%

Final Sample: Length of CAMHD Service

2006

Length of Service

> 1 year	76%
6 months – 1 year	19%
3 – 5 months	3%
1 – 2 months	1%
< 1 month	1%

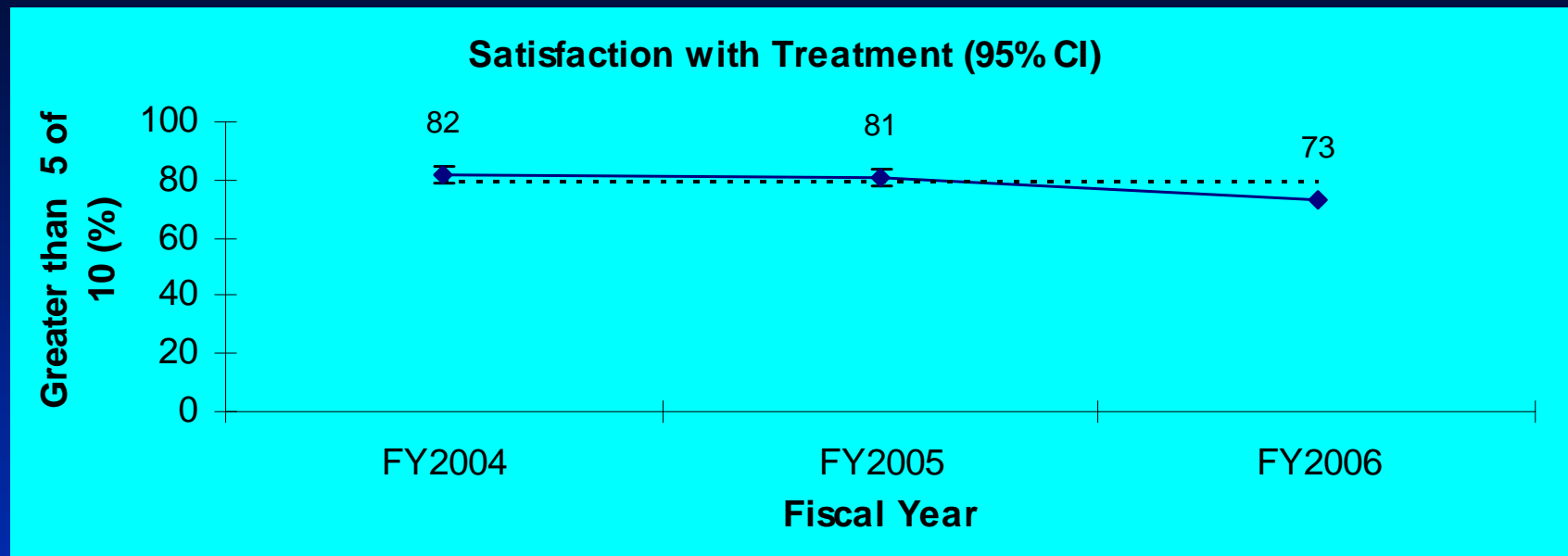
Currently Receiving Services	77%
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Final Sample: Medication

	2006	2005	Annual Change
Taking medication	54%	78%	*
Informed about side effects	82%	89%	*

Note: * Wording of these questions changed from a 12-month time frame to a point-in-time. For example, “In the last 12 months did your child take any prescription medicines as part of treatment” to “Is your child on medication for emotional/behavioral problems?”

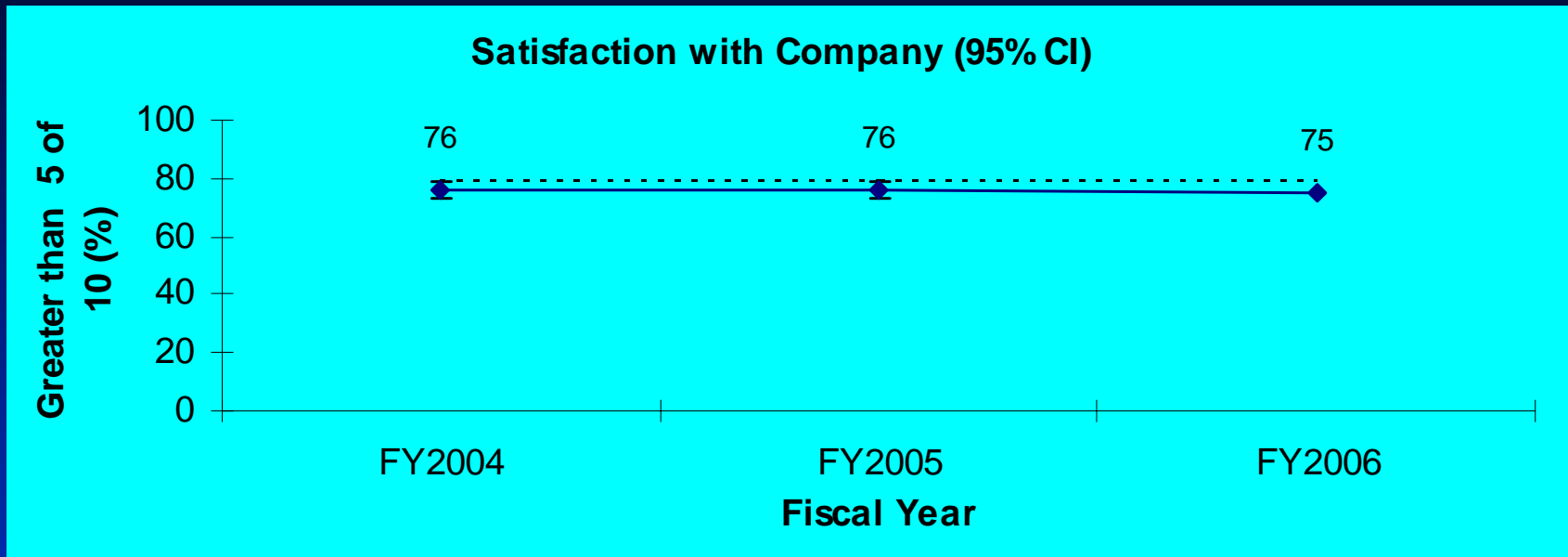
ECHO Treatment Rating



No significant time effect in mean rating.

2006: Higher if COFGC, LOFGC, no emergency services, multiethnic or other ethnicity.

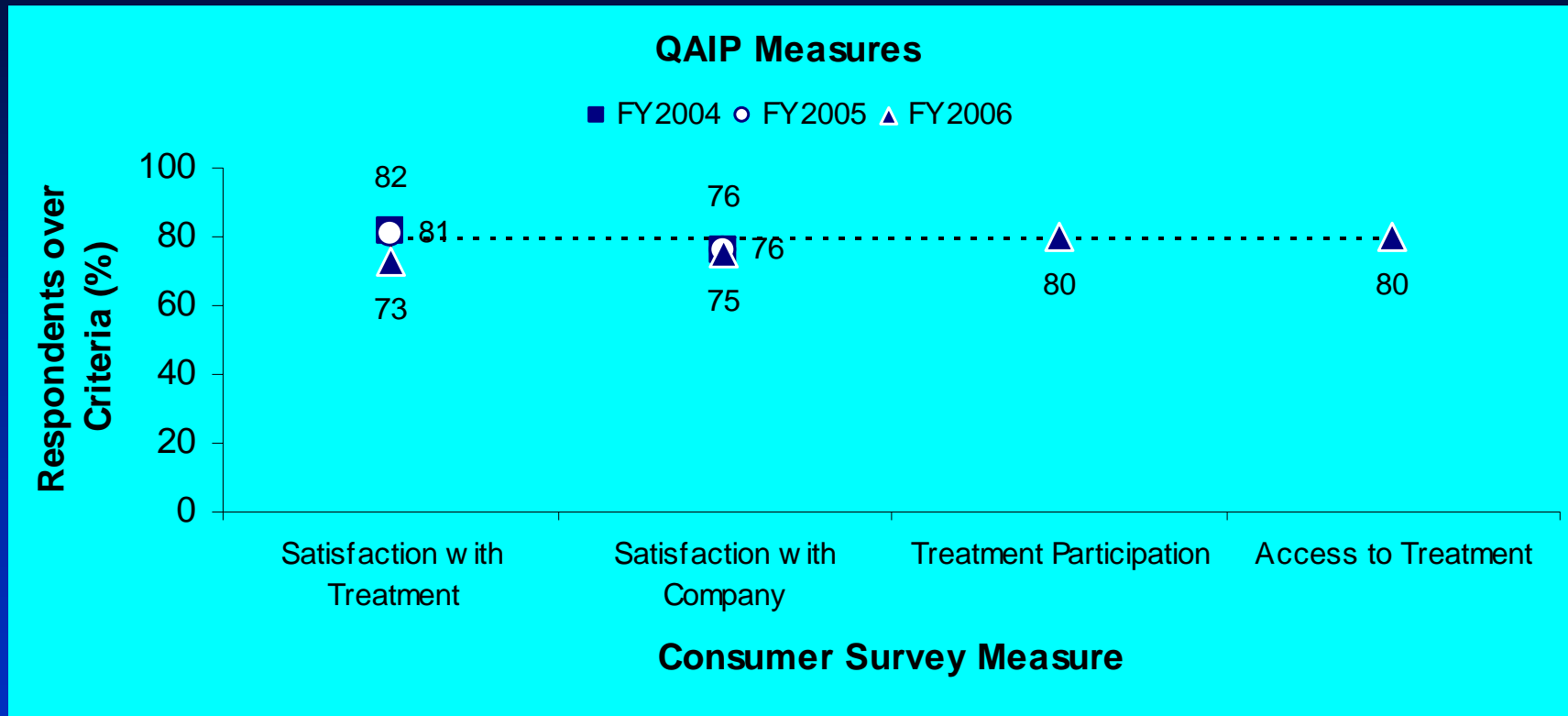
ECHO Company Rating



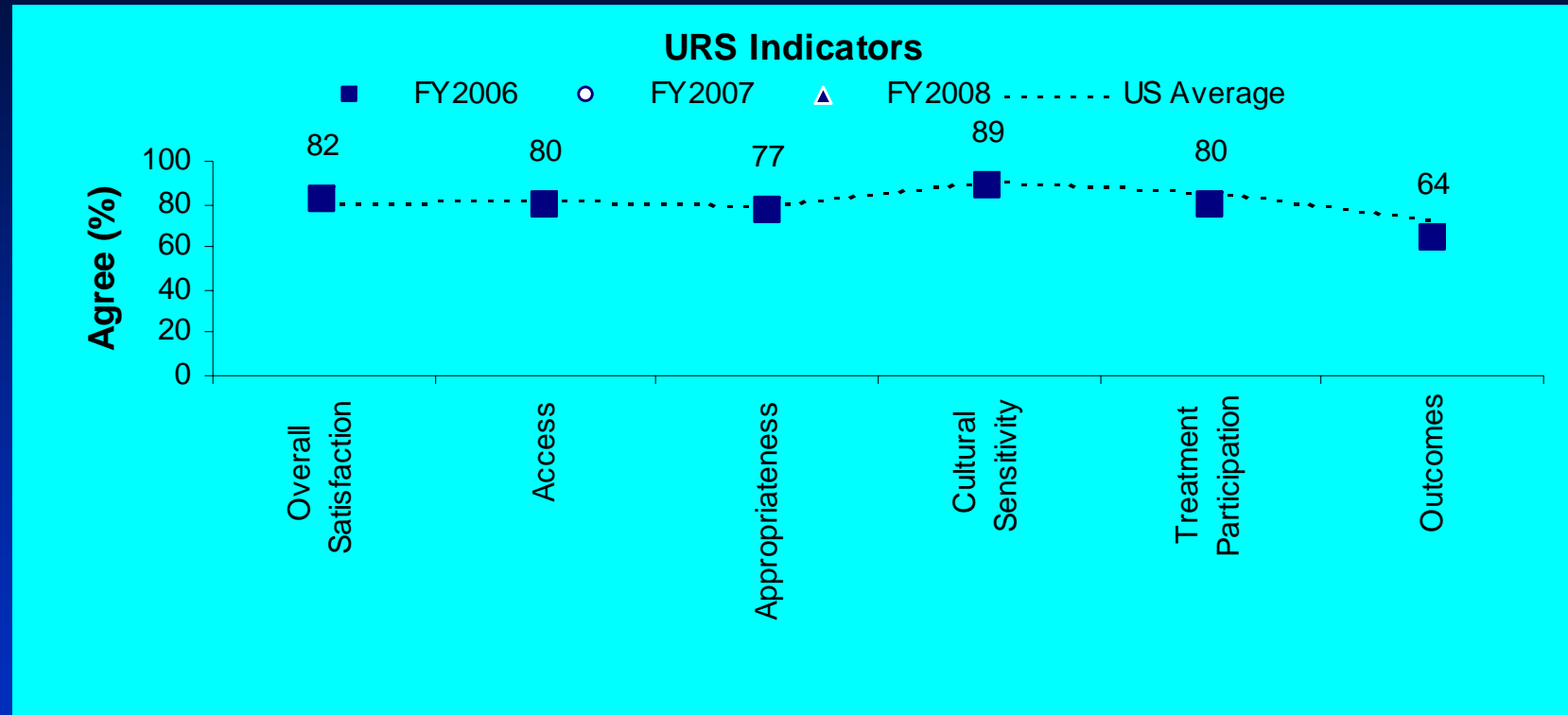
No significant time effect in mean rating.

2006: Higher if LOFGC, no emergency services, Asian or multiethnic.

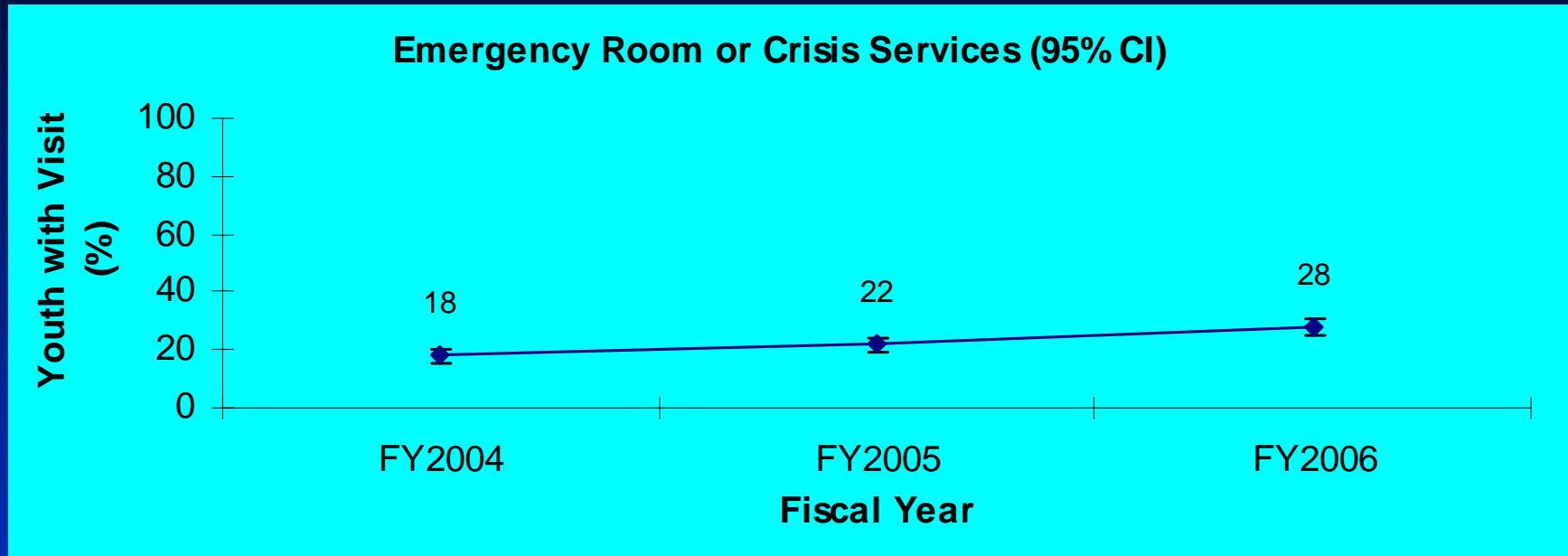
CAMHD QAIP Measures



URS Indicators

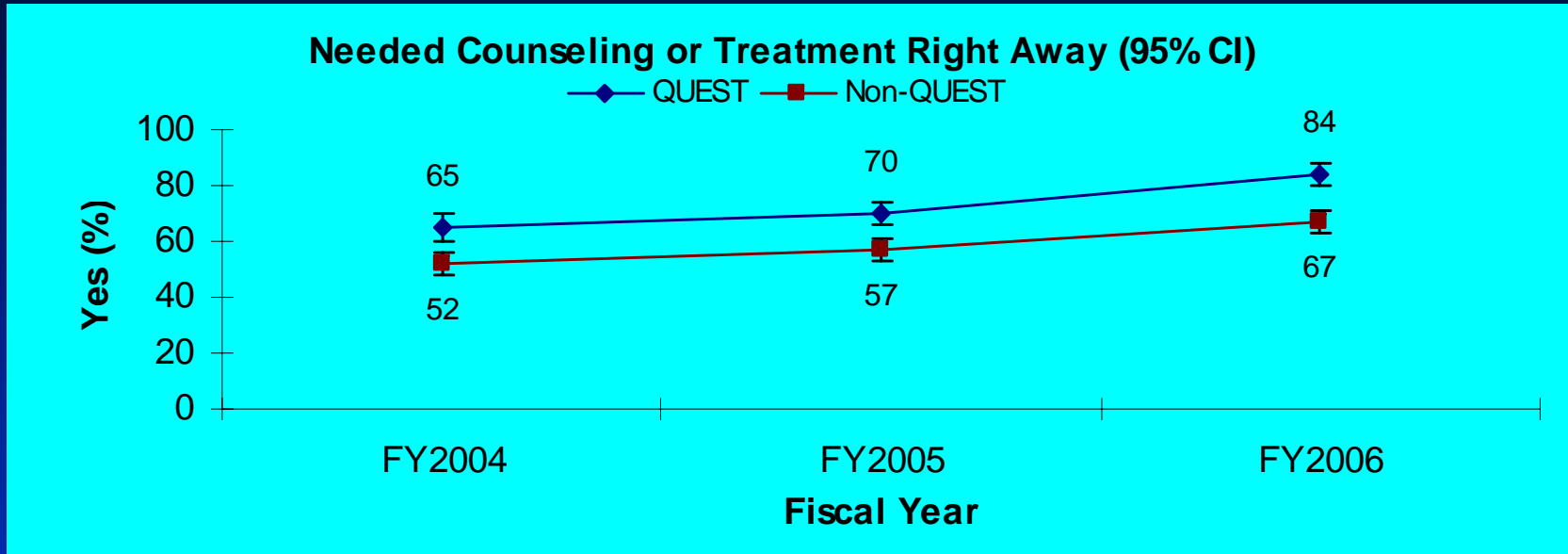


Emergent Services



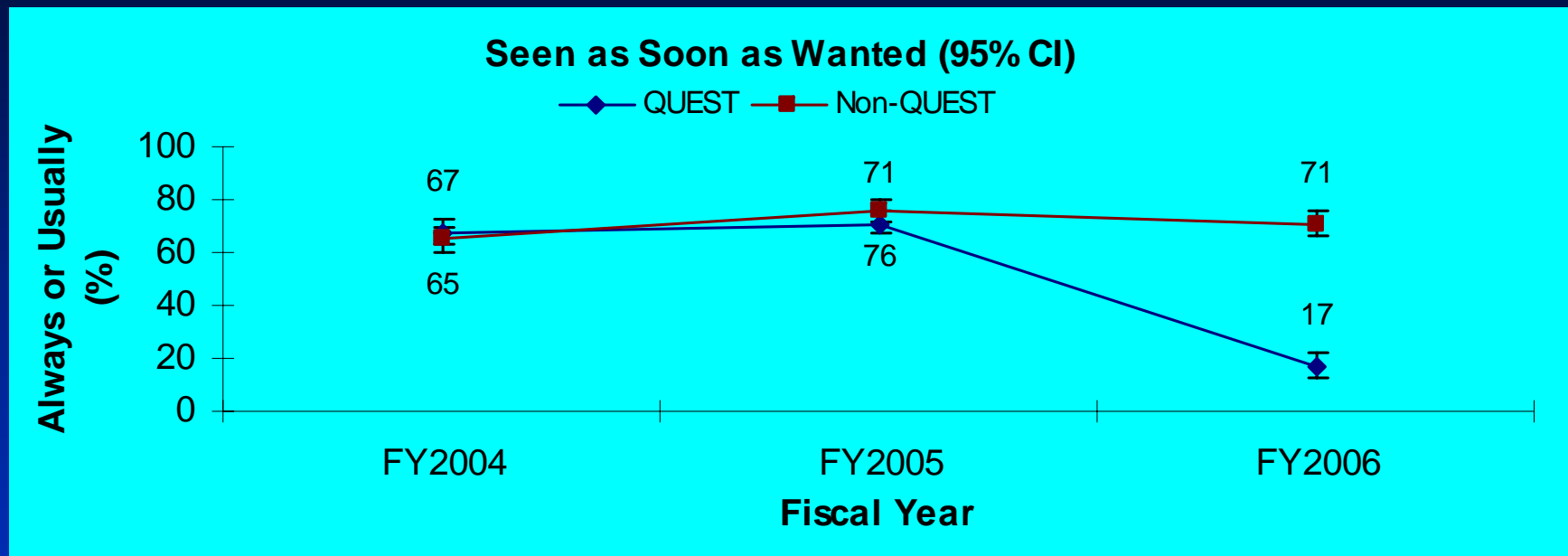
Higher for female

Urgent Services



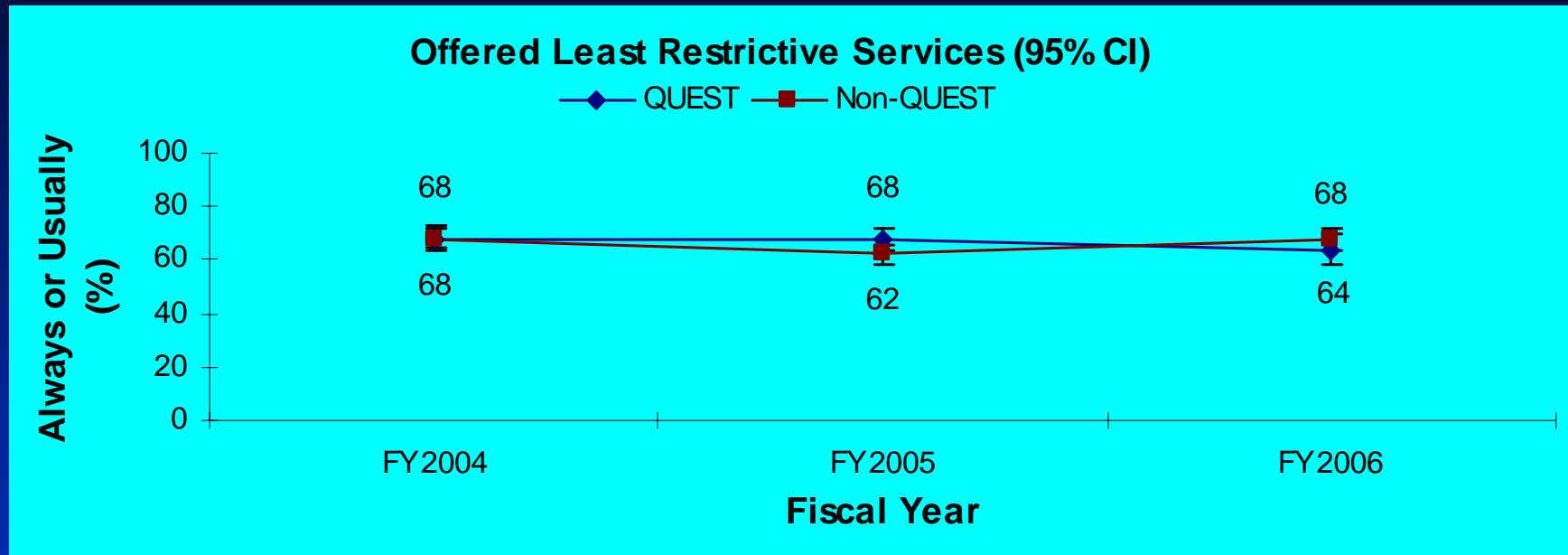
Higher for MFGC, Emergency care, QUEST

Availability of Services Needed Right Away



Higher for KFGC, Emotional problems, multiethnic; Lower for QUEST

Survey Results: Least Restrictive Services



Higher for COFGC, No urgent care, White

Lower for HFGC, WOFGC, Urgent Care, Native Hawaiian or Other Pacific Islander, QUEST

At home? In School? Out of trouble?

2006

Living with caregiver currently

60%

Absent from school in last month

< 1 day

39%

2 days

11%

3 - 5 days

16%

6 – 10 days

6%

> 10 days

8%

Not in school / Not applicable

21%

Arrested in last month

12%

Went to court in last month

21%

Living Situation

Lived in past 6 months	2006
One or both parents	35%
Residential treatment center	29%
Therapeutic foster home	26%
Group home	16%
Runaway/homeless/on the streets	14%
Foster home	13%
Local jail or detention	13%
Another family member	11%
Hospital	11%
State correctional facility	9%
Crisis shelter	7%
Homeless shelter	1%
Other	12%

Caregiver's "Most Helpful"

Most Helpful	2006
Therapy	60%
Staff	41%
Communication, updates, or education	10%
Availability of staff/services	8%
Medication	3%

Caregiver's Recommendations

Recommendation	2006
More services	68%
Services/programs/variety	30%
Time with provider	14%
Therapy structure/consistency	12%
Follow-up	9%
Medication availability	3%
Better staff	26%
Better communication, updates, or education	9%
Faster service	8%
More funding	3%

Recommendations

Key targets for improvement:

Prevention of emergent and urgent needs

Availability of care

Service choices

Therapeutic structure and consistency

Personnel development

Homelessness and runaway services